

APPENDIX IV

TECHNOLOGY AND SECURITY PLAN

MASTER SERVICES AGREEMENT

REGARDING

DIVISION OF FAMILY RESOURCES MODERNIZATION PROJECT

By and Between

THE STATE OF INDIANA,

ACTING ON BEHALF OF

THE FAMILY AND SOCIAL SERVICES ADMINISTRATION,

And

INTERNATIONAL BUSINESS MACHINES CORPORATION

Technology and Security Plan	
Reference to Master Services Agreement	Capitalized terms used but not defined herein shall have the meaning ascribed to such term in the Agreement. This Plan is and made a part of the Agreement by reference and is subject to the terms thereof.
Title	Technology and Security Plan
Deliverable Due Date and Frequency	This Deliverable is due sixty (60) days after the Effective Date. This is an SCD Plan and is a condition precedent to achieving the Service Commencement Date.
Deliverable Format	One (1) hard copy and one (1) soft copy on CD.
Description	<p>This Deliverable will describe the System, its components, functionalities, and architecture, the maintenance and refresh obligations for the System and components, and access and security requirements. It will also describe the process for identifying, developing and implementing any Changes which affect the System.</p> <p>The objectives of this plan are to:</p> <p>Describe the System and the interface with ICES and other components of the System of Record.</p> <p>Identify critical components of the System, including critical path Software.</p> <p>Describe the process and schedule for implementation of the System [may be covered by Transition Plan] and for maintaining and refreshing the System.</p> <p>Describe the security requirements for accessing and utilizing the System.</p> <p>Describe the System functionality requirements.</p> <p>Describe Vendor access and use rights for the System of Record.</p> <p>Coordinate management of the System and Changes that affect the System with the Governance Plan</p>
Contents	<p>This Deliverable will include the following sections:</p> <p>Objectives</p> <p>Description of the System and Functionalities</p> <p>Performance and Reliability Standards</p> <p>Interface with System of Record and State Service Locations</p> <p>Security Requirements</p> <p>State Developed Software Procedures and Protocols</p>

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	Maintenance and Refresh Obligations Staffing Requirements [Headcount, Qualifications] Identification of Critical IT Personnel Roles & Responsibilities Training Requirements Communication Requirements Coordination with Transition Plan Coordination with Governance Plan and Change Process Coordination with Document Management Plan Coordination with Continuity Plan Utilization Policies Required Timelines
Deliverable Review	The Plan is subject to the review and approval process outlined in Section 3.14.
Acceptance Criteria	The Parties will agree upon acceptable Acceptance Criteria.
Objectives	Describe objectives: Assure operational dependability for continuous services, assure coordination among all technological aspects of the System with the State System, assure integrity of System and Databases
Description of System and Functionalities	Software: <ul style="list-style-type: none"> • Developed State Software • Developed Vendor Software • Third Party Software <ul style="list-style-type: none"> ○ State Third Party Software ○ Vendor Third Party Software Hardware: [Workstations, Servers, Printers/Peripherals] Databases: Call Centers: Helpdesk: ITN:
Intellectual Property	Patents: Copyrights: Trademarks:

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	Other:
Performance and Reliability Standards	<p>Description of Functions of System Components:</p> <p>Description of Uptime Requirements: [Availability Maintenance Windows, measurement procedures and reports]</p> <p>Call Center Requirements: [Response times, measurement procedure and reports]</p> <p>Support Level Requirements: [Level 1, Level 2, Level X support; availability and response times; problem resolution timeframes, measurement procedures and reports]</p> <p>Software Standards: MITA</p> <p>Hardware Standards:</p> <p>Database Standards:</p>
Interface with System of Record and State Service Locations	<p>Description of Enterprise Service Bus (ESB):</p> <p>Description of System of Record Requirements:</p> <p>Access and Use Rights for Systems of Record:</p> <p>Description of State Service Location Requirements:</p>
Security Requirements	<p>Passwords and Access Rights:</p> <p>Audits and Investigations:</p> <p>Security Breach Processes and Protocols:</p> <p>Terminated Employee Processes and Protocols:</p>
State Developed Software Procedures and Protocols	<p>Project Identity:</p> <p>Programming Standards: [Languages, quality standards]</p>
Maintenance and Refresh Obligations	<p>Vendor Service Locations:</p> <p>System:</p> <p>Annual/Periodic Planning Procedures and Protocols:</p> <p>Modernization Protocols:</p>
Staffing Requirements	<p>Vendor Staffing:</p> <p>State Staffing:</p>
Identification of Critical IT Personnel	<p>IT Liaison for State:</p> <p>IT Liaison for Vendor:</p> <p>IT Liaison for [Identified Subcontractor with IT responsibilities]</p>
Roles and	<p>State Service Locations:</p>

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Responsibilities	Vendor Service Locations: System of Record:
Training Requirements	The Parties will agree on training requirements consistent with Section 10.1.6 of the Agreement.
Communication Requirements	The Parties will agree on reporting requirements to be included in this Plan.
Coordination with Transition Plan	Office Conversion Outline: Milestones for Conversion of Office Equipment: Installation, Testing and Acceptance Criteria:
Coordination with Governance Plan	The Parties will agree on governance procedures for the System.
Coordination with Document Management Plan	The Parties will agree on document management interfaces with the System.
Coordination with Continuity Plan	The Parties will agree on continuity planning for the System.
Utilization Policies	Backup and Offsite Storage Requirements: User ID and Password Requirements: Privacy Policies: Personal Use Limits: Unauthorized Software:
Required Timelines	[Describe any applicable timelines for rollout of technology components not addressed in Transition Plan or other parts of this Plan]

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